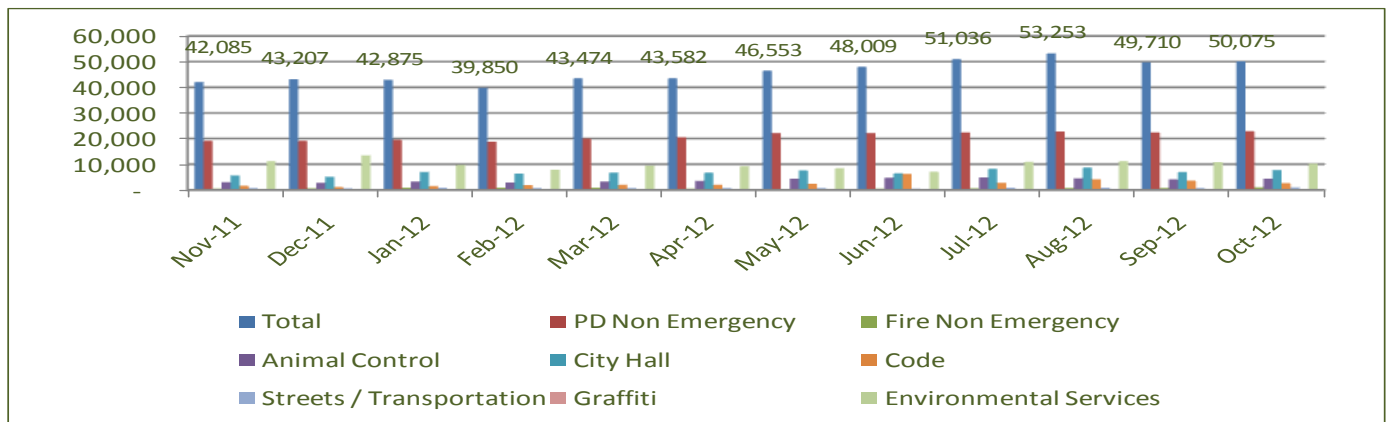


Non-Emergency / 311 Calls Answered

Calls Answered - Month (by Faneuil CSR's)	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
Total	42,085	43,207	42,875	39,850	43,474	43,582	46,553	48,009	51,036	53,253	49,710	50,075
PD Non Emergency	19,133	19,128	19,519	18,726	20,037	20,542	22,179	22,116	22,383	22,801	22,347	22,881
Fire Non Emergency	457	600	815	936	825	506	414	561	632	691	791	1,029
Animal Control	2,974	2,795	3,210	2,886	3,271	3,478	4,349	4,760	4,805	4,425	4,082	4,365
City Hall	5,640	5,080	6,928	6,390	6,718	6,772	7,545	6,481	8,270	8,767	6,987	7,705
Code	1,672	1,177	1,487	1,904	1,985	2,053	2,421	6,252	2,727	4,172	3,643	2,613
Streets / Transportation	731	635	824	732	778	721	787	540	923	874	794	967
Graffiti	273	317	409	383	350	327	352	248	355	344	254	257
Environmental Services	11,205	13,475	9,683	7,893	9,510	9,183	8,506	7,051	10,941	11,179	10,812	10,258



Faneuil answered 50,075 calls in October, 2012. This was an 0.73% increase from the previous month.

The month over month variances were as follows: The Contractual Performance Measures were:

- PD Non-Emergency : 2.39%
- Fire Non-Emergency : 30.09%
- Animal Control : 6.93%
- City Hall : 10.28%
- Code Compliance : -28.27%
- Streets : 21.79%
- Graffiti : 1.18%
- Environmental Services : -5.12%

- Information Capture: 97.13%
 - Non-Emergency Errors: 28 / 99.90%
 - City Skills Errors: 34 / 99.87%
- Answer Rate All Skills: 97.90%
- After Hours Disposition: 100%
- Hold Time: 41.17 Seconds
- Queue (Avg.): 30.53 Seconds
- Call Center Caller Complaints:
 - 1

The non-emergency answer percentage* was 98.20% with 627 calls abandoned.

* Percentage is all inclusive of total Non-emergency calls from both PSC and 311.